

Quarterly Summary of Provider Complaints
Fisrt Quarter 2013

AGP		AMERIGROUP Tennessee, Inc.	
Provider Type	MCO BHO Action	Count	
Hospital-M	Reversed	2	
Hospital-M	Partial	1	
Other (requires Description)	Denial Upheld	1	
Other (requires Description)	Partial	1	
Other (requires Description)	Upheld	2	
Physician-Medical		1	
Physician-Medical	Questions Answered	1	
Physician-Medical	Reversed	12	
Rehab	Denial Upheld	1	
Total for the Quarter:			22

AGP-MA		AMERIGROUP Tennessee, Inc. Medicare Advantage Plan	
Provider Type	MCO BHO Action	Count	
Other (requires Description)	Denial Upheld	1	
Physician-Medical	Denial Upheld	2	
Total for the Quarter:			3

Delta		Delta Dental of Tennessee	
Provider Type	MCO BHO Action	Count	
Dental	Denial Upheld	1	
Dental	Upheld	1	
Total for the Quarter:			2

Not TennCare		Not a TennCare Plan	
Provider Type	MCO BHO Action	Count	
Hospital-M	MCC not TennCare	3	
Total for the Quarter:			3

UPRV		UnitedHealthcare Plan of the River Valley, Inc.	
Provider Type	MCO BHO Action	Count	
Dental	Reversed	1	

DME (Durable Medical Equipment)	Resolved	1
Hospital-M		1
Hospital-M	Denial Upheld	16
Hospital-M	Partial	3
Hospital-M	Questions Answered	1
Hospital-M	Reversed	13
Optometrist	Reversed	1
Other (Health Insititute)	Reversed	1
Other (requires Description)	Questions Answered	1
Other (requires Description)	Reversed	3
Physician-Medical	Denial Upheld	13
Physician-Medical	None Needed	1
Physician-Medical	Questions Answered	2
Physician-Medical	Resolved	1
Physician-Medical	Reversed	22
Transportation	Reversed	1
Total for the Quarter:		82

UPRV-MA

Non TennCare HMO

Provider Type	MCO BHO Action	Count
Hospital-M	Reversed	1
Hospital-M	Denial Upheld	17
Other (requires Description)	Reversed	1
Physician-Medical	Reversed	1
Physician-Medical	Denial Upheld	3
Total for the Quarter:		23

VSHP

Volunteer State Health Plan, Inc.

Provider Type	MCO BHO Action	Count
Hospital-M	Denial Upheld	4
Hospital-M	Resolved	1
Hospital-M	Reversed	5
Other (requires Description)	Reversed	1
Physician-Medical	Reversed	1

Physician-Medical	Denial Upheld	1
Physician-Medical	None Needed	1
Physician-Medical	Partial	1

Total for the Quarter: **15**

Grand Total for the Quarter	150
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